

Activity 4:

Listen to the messages and answer the questions.

Message #1

1. Who made the phone call?
 - a. Customer
 - b. Sales associate
 - c. Manager of the store
2. Why did she call?
 - a. To inform the customer about their online order.
 - b. To give answer a question customer had.
 - c. To give information about store timings.
3. Is the store open seven days a week? _____

Message # 2

1. Who made the phone call?
 - a. Customer
 - b. Sales associate
 - c. Manager of the store
2. How long will the item be on hold? _____
3. Does the customer need to call back? Why or why not?

Message # 3

1. Who is she talking to?
 - a. Customer
 - b. Another sales associate
 - c. Customer service at Winners
2. Why did she call?
 - a. To put something on hold for herself.
 - b. To check for an item.
 - c. Wanted to talk to Rebel.
3. When will the customer go to pick the item?
 - a. Tomorrow evening
 - b. Today evening
 - c. Later in the afternoon